

## Performance Incentives

Date of Performance: June 1, 2005 to November 31, 2005

No.	Title	Scope	Evaluation Criteria	% of Total Fee	Evaluation Method
1	Data Input/Entry	Covers the following databases supported by Navarro: Timesheets, Congressional Notifications, and PADS	Data entered in a timely fashion (i.e., 3-5 working days from receipt of data).	10	Contractor tracking with random validation by Contracting Officer
1a	Findings:	<b>Data Input/Entry was evaluated on the basis of the responses to questions 1-3 in the Contractor Performance Survey resulting in a score of 4.5.</b>		9	<b>No tracking method was provided by the contractor so survey was conducted by the Contracting Officer.</b>
2	Project Monitoring and Tracking	Covers all EERE projects supported by Navarro project monitors (e.g., hydrogen, biomass, solar, ITP, etc.)	Proactive project monitoring and communication to DOE of technical progress and budget management. Based on DOE Survey results over a 6 month period: <ul style="list-style-type: none"> <li>• Outstanding – all 40%</li> <li>• Good - 30%</li> <li>• Satisfactory – 20%</li> <li>• Poor – 0%</li> </ul>	40	Customer Survey from DOE
2a	Findings:	<b>Project Monitoring was evaluated on the basis of the responses to questions to question 6 in the Contractor Performance Survey resulting in an average score of 3.9.</b>		30	<b>Customer Survey from DOE</b>

3	IT Help Desk	Covers Help Desk support as described in contract SOW section III.B (1.2 and 1.3).	<p>Initial response to Help Desk requests will be timely (i.e., 8 business hours from request) and customer service oriented. In a 6 month period:</p> <ul style="list-style-type: none"> <li>• Less than 40 not timely/customer service = 100%</li> <li>• 40 to 80 = 90%</li> <li>• 81 to 120 = 70%</li> <li>• Greater than 120 = 0%</li> </ul>	15	Contractor tracking with random validation by Contracting Officer
3a	Findings:	<p><b>Help Desk Response and Help Desk Customer Service were evaluated on the basis of the responses to questions 4-5 in the Contractor Performance Survey resulting in 100%. Scores from the survey averaged 4.7</b></p>		15	<b>No tracking method was provided by the contractor so survey was conducted by the Contracting Officer.</b>
4	General Mission Support	Covers Legal, Human Resources, NEPA, Travel, Communications, Procurement, and Administration	Support and expert advice to DOE Golden will be consistent with federal law and regulations as well as Golden standard operating procedures (SOPs) as well as other written policies and procedures.	15	Customer Survey from DOE
4a	Finding:	<p><b>General Mission Support was evaluated on the basis of the responses to question 7 of the Customer Performance Survey resulting in an average score of 4.0.</b></p>		12	<b>Customer Survey from DOE</b>

5	Front Desk Coverage	Covers Front Desk Receptionist support as described in contract SOW section III.B (3.0) and allowing for remote receptionist pilot.	<p>Receptionist will be present at Front Desk during normal working hours (7:30 am to 5:00 pm) Monday through Friday except holidays as specified. In a 6 month period</p> <ul style="list-style-type: none"> <li>• 2 or fewer documented complaints = 100%</li> <li>• 3 to 4 documented complaints = 90%</li> <li>• 5 to 6 documented complaints = 70%</li> <li>• Greater than 6 documented complaints = 0%</li> </ul>	10	Documented Complaints
5a	Findings:	Front Desk Support: was evaluated on the basis of the responses to question 8 of the Contractor Performance Survey resulting in an average score of 4.1.		9	Documented Complaint from Survey as well as CO identifying problems to the Project Manager during the performance period.
6	Invoice Accuracy	Covers Navarro invoices submitted to DOE	<p>Invoices will be accurate and include only allowable costs. In a 6 month period:</p> <ul style="list-style-type: none"> <li>• No invoices needing corrections - 100%</li> <li>• 1 invoice needing corrections - 90%</li> <li>• 2 invoices needing corrections - 60%</li> <li>• 3 invoices needing corrections - 40%</li> <li>• 4 or more needing corrections - 0%</li> </ul>	10	Verification by Contracting Officer
6a	Findings:	Invoice Accuracy: was evaluated on responses to question 9 of the Contractor Performance Survey resulting in an average score of 4.6.9		10	Verification by Contracting Officer and customer survey
Total Fee Earned:		[REDACTED EXEMPTION 4]		85%	As Evaluated